

**From:** (b)(6); Contractor  
**To:** Crawford, John (NIH/OD/ORS) [E]; (b)(6); Contractor Browne, David (NIH/OD/ORS) [T]  
**Cc:** Mason, Russell (NIH/OD/ORS) [E]; Griggs, Christine (NIH/OD/ORS) [E]; Taylor, Rodney (NIH/OD/ORS) [E]; Harman, Carole (NIH/OD/ORS) [E]  
**Subject:** RE: [Ext] Customer issue  
**Date:** Wednesday, August 26, 2020 4:27:30 PM

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Thanks for the heads up, John.

Yes – mask wearing at all times is required and I'll discuss with Rangoli operator.

(b)(6)

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**From:** Crawford, John (NIH/OD/ORS) [E] <crawfj@ors.od.nih.gov>  
**Sent:** Wednesday, August 26, 2020 4:21 PM  
**To:** (b)(6); Contractor Info, Name of Non-Key Personnel [REDACTED] com>; (b)(6); Contractor [REDACTED] s.org>; Browne, David (NIH/OD/ORS) [T] <browned2@mail.nih.gov>  
**Cc:** Mason, Russell (NIH/OD/ORS) [E] <russell.mason@nih.gov>; Griggs, Christine (NIH/OD/ORS) [E] <christine.griggs@nih.gov>; Taylor, Rodney (NIH/OD/ORS) [E] <rodney.taylor@nih.gov>; Harman, Carole (NIH/OD/ORS) [E] <harmanc@ors.od.nih.gov>  
**Subject:** [Ext] Customer issue

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Gentlemen,

I am attaching a complaint from a customer in the building 35 cluster. Please instruct the staff to wear their masks at all times while on campus. This is an NIH requirement.

. I was mentioning a concern I had related to the food trucks parked near Bldg. 35. Twice I noted the food truck employees without masks while attending customers from inside the truck. I am not familiar with the regulations but feel that it may detour some people from using the service if they consider this practice unsafe.

I observed this on:

Tuesday 8/25 at 2pm, Mardi Gras Tyme

Wednesday 8/26 at 1:30pm, Rangoli

John M. Crawford  
Director of Food Services, Retail and Concession Programs  
Division of Amenities and Transportation Services  
Office of Research Services  
National Institutes of Health  
9000 Rockville Pike 31 1A08  
Bethesda, MD 20892